

City Clerk



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Department Description

The Office of the City Clerk has built on core services in order to expand its role of providing public access infrastructure. The Department offers residents of San Diego a vital access-point to local government. Legislative documents, such as City Council agendas, are available both in the office and online with all back-up or exhibit material included for ease of access. The Summary Sheet, Results, and Minutes that capture the actions by the legislative body are also available online and organized by Council meeting. In addition, campaign finance disclosure, lobbyist reports, and statements of economic interests are retained and available for public inspection. The City Clerk is the filing officer for the City and administers municipal elections, coordinates public hearings, and disseminates information regarding legislative actions and policy decisions to City departments, other agencies, and the public. As official record keeper, the City Clerk maintains custody of City records.

The Department's mission is:

To provide accurate information and maximize access to municipal government

Goals and Objectives

The following goals and objectives represent the action plan for the Department:

Goal 1: Provide support to the Mayor and City Council as they work to serve the residents of San Diego

Every division within the Office of the City Clerk strives to support the Mayor and City Council as they work to serve the citizens of San Diego. One important way of accomplishing this is by providing public access infrastructure to information relating to the legislative process. Over the next one to two years, the Department will continue to accomplish this goal by focusing on the following objectives:

- Prepare and distribute docket materials in a timely, efficient, and streamlined manner with an emphasis on electronic access initiatives that increase information availability while reducing cost where possible
- Transition to a near-paperless docket and away from printed, hard-copy binders of Council item backup materials by utilizing iPads and the docket-notation application iLegislate

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- Effectively coordinate and administer public hearings, the resolutions and ordinances database, and Proposition 218 protest processes

Goal 2: Administer municipal elections and serve as filing officer for the City of San Diego

Proper administration of the election process serves the people's right to exercise their vote by ensuring an expeditious, complete process. The timely and accurate handling of disclosure documents provides another example of the ways in which the Office of the City Clerk acts as a critical, foundational source for information. Over the next one to two years, the Department will continue to accomplish this goal by focusing on the following objectives:

- Effectively administer and coordinate municipal elections
- Serve as filing officer by processing the City's campaign finance disclosure reports, statements of economic interests, and lobbyist registrations and reports
- Effectively support the election/appointment process for board and commission members

Goal 3: Provide access to the City's official record and legislative documents in as many different media as possible in order to reach the broadest possible customer base

The Office of the City Clerk provides the foundation for access to information in the City of San Diego. To this end, the Department is dedicated to seeking out and incorporating best practices with regard to information storage and retrieval. Over the next one to two years, the Department will move toward accomplishing this goal by focusing on the following objectives:

- Maintain and preserve City Council proceedings and related documents (e.g., minutes, result sheets, resolutions/ordinances, contracts/agreements, leases/deeds/change orders)
- Expand electronic filing options within the City of San Diego where appropriate
- Apply technology effectively to provide increased and improved access to materials online
- Utilize the social media outlets of Twitter and Facebook to provide timely updates on Council actions; improve access to City-related information by placing forms and important filing deadlines online through the Office of the City Clerk website; and expand the number of followers tracking City actions

Goal 4: Support the City's records management program

A viable records management program ensures that each department can maximize its operational goals by making information more readily available for service delivery. Over the next one to two years, the Department will move toward accomplishing the goal by focusing on the following objectives:

- Work closely with department directors to update their records disposition schedules in order to assist them in retaining and organizing records for optimal operation and access by the public
- Expand and develop a citywide records management training program to support department records coordinators

Goal 5: Manage Public Access Infrastructure and epitomize effective customer service

The Office of the City Clerk is an independent department known for its impartiality, integrity, and exceptional customer service based on its ever-increasing ability to provide the public access to municipal government in an efficient, timely, professional, and courteous manner via the latest technology available. Over the next one or two years, the Department will move toward accomplishing this goal by focusing on the following objectives:

- Utilize best business practices for effective service delivery and apply flexibility to resource allocation across divisions
- Apply technology effectively to provide increased and improved access to materials online and increase staff's ability to respond quickly and accurately to customer requests
- Realize efficiencies by coordinating activities and standardizing processes across the City
- Ensure a high level of integrity and honesty in performance of work duties
- Improve public access to pertinent City information by expanding outreach efforts including utilizing social media outlets such as Twitter and Facebook

Goal 6: Train for improved inter-departmental communication and efficiencies

The Office of the City Clerk has a hand in almost every aspect of City business bridging the legislative and executive sides of government. Over the next one to two years, the Department will move toward accomplishing this goal by focusing on the following objectives:

- Provide appropriate training to both executive and legislative entities in the areas of records management, conflict of interest code update, statements of economic interests, and accessing online legislative resources provided by the Department
- Communicate effectively across the City utilizing Cable 24 to televise Council Docket information, records management training videos, and group presentations on a variety of topics to reach the largest audience in the most efficient manner

Key Performance Indicators

Performance Measure	Actual FY2012	Estimated FY2013	Target FY2014
1. Level of public outreach achieved	98%	95%	95%
2. Percent of current legislative and election-related records made viewable online within a specified timeframe	97%	97%	95%
3. Percent of historical legislative and election-related records made viewable online within a fiscal year	95%	99%	99%
4. Number of hours of training provided to City staff within the fiscal year	336	216	253

Service Efforts and Accomplishments

With an emphasis on customer service, Legislative Services continues to work toward a long-standing departmental goal of emphasizing electronic access initiatives in order to increase information availability to its customers. Improvements have been made to the service delivery of a variety of legislative documents including the City Council Docket. With the next phase of the six-year Paperless Docket Initiative underway, it is hoped that the use of iPads by Councilmembers as an alternative to the voluminous Council item backup material binders produced weekly will result in further efficiencies. Additionally, with late-arriving (SB343) docket material slated to be added retroactively to the searchable docket exhibit material available online, access to historical docket information will be at the most transparent and complete level of accessibility in the City's history. Having reduced the number of docket binders from 21 to 13, the Legislative Services Division continues to seek out best practice measures for further service delivery improvements. This progress is the result of years of access improvements that have built on early successes guided by customer feedback. In keeping with an emphasis on transparency, there has been a significant reduction in the time it takes to post the results of City Council actions online and to docket the minutes for Council approval.

Reflecting the breadth of City Clerk responsibilities, multiple citizen petitions were accepted and processed through the Elections & Information Services Division. The November general election and inauguration, were administered in addition to the special election to fill a vacancy in the District 4 Council seat. The latter task included providing orientation to a dozen candidates for public office, nine of whom ultimately qualified for the primary ballot. Echoing the Department's goal of enhanced access, online filing for the City's lobbying firms and organization lobbyists was finalized and training was provided for dozens of City staff serving as department, agency, and board or commission liaisons for the annual filing of economic interests statements, as well as for the biennial conflict of interest code updates. With an emphasis on public access, campaign disclosure statements and lobbyist registrations and reports were posted online. Historical sample ballots from 1960 forward were also uploaded. Over 2,000 requests for

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information came to the Department from a variety of sources and helped focus core services and resource allocations.

Providing accurate information and greater access to municipal government starts with a viable Records Management program which helps to facilitate the efficient administration of City records. In an effort to promote the importance of records management, best practices and awareness, the section of the Municipal Code that outlines the City's records management program was updated with references to current technology to help create a better tool for managing records and to serve as a clearer guide to internal and external customers. Improving processes that provide value to end users is at the forefront of quality customer service. With this principle in mind, the Records Division has embarked on the transition from the current department-specific records disposition schedules to building a more streamlined Master Records Retention Schedule. Records training is a vital part of ensuring that City staff, department Records Coordinators, Council and Mayoral office staff are informed about new records technologies, and best practices. With the goal of expanding training availability, the use of webinars is being explored as an effective method for reducing cost, leveraging limited staff and reaching a wider audience citywide.

In addition, the public's access to historical records has been enhanced with the addition of over 70,000 documents online for public viewing. Building on this success, the next phase of this access project will focus on scanning and uploading additional resolutions, ordinances and minutes (1965 and 1966) and is expected to be completed in Fiscal Year 2014.

Finally, the City Clerk continues to look for creative and cost-effective ways of improving service. The Department has a robust volunteer program, benefitting from over 5,500 hours of volunteer service each year, which is almost equivalent to three full-time staff members. In addition, the Department took further steps to partner with the U.S. Department of State to become a Passport Acceptance Facility. As part of this effort, the Department sought alternative funding to kick-start the program and won a grant from the Southern California City Clerks Association for the purchase of a passport camera system.

Department Summary

	FY2012 Actual	FY2013 Budget	FY2014 Proposed	FY2013–2014 Change
FTE Positions (Budgeted)	45.39	45.12	45.00	(0.12)
Personnel Expenditures	\$ 3,847,372	\$ 3,854,102	\$ 4,104,488	\$ 250,386
Non-Personnel Expenditures	648,050	955,704	1,127,125	171,421
Total Department Expenditures	\$ 4,495,422	\$ 4,809,806	\$ 5,231,613	\$ 421,807
Total Department Revenue	\$ 27,240	\$ 18,404	\$ 18,404	\$ -

General Fund

Department Expenditures

	FY2012 Actual	FY2013 Budget	FY2014 Proposed	FY2013–2014 Change
City Clerk	\$ 991,307	\$ 1,248,570	\$ 1,575,497	\$ 326,927
Elections & Information Management	917,346	1,003,251	941,875	(61,376)
Legislative Services	1,754,518	1,777,538	1,760,802	(16,736)
Records Management	832,250	780,447	953,439	172,992
Total	\$ 4,495,422	\$ 4,809,806	\$ 5,231,613	\$ 421,807

Department Personnel

	FY2012 Budget	FY2013 Budget	FY2014 Proposed	FY2013–2014 Change
City Clerk	3.39	3.12	4.00	0.88
Elections & Information Management	13.00	12.00	12.00	0.00
Legislative Services	19.00	20.00	19.00	(1.00)
Records Management	10.00	10.00	10.00	0.00
Total	45.39	45.12	45.00	(0.12)

Significant Budget Adjustments

	FTE	Expenditures	Revenue
Salary and Benefit Adjustments Adjustments to reflect the annualization of the Fiscal Year 2013 negotiated salary compensation schedule, changes to savings resulting from positions to be vacant for any period of the fiscal year, retirement contributions, retiree health contributions, and labor negotiation adjustments.	0.00	\$ 174,772	\$ -
Addition of Information Systems Analyst 3 Addition of 1.00 Information Systems Analyst 3 to support daily information technology operations and to continue the department's various paperless initiatives.	1.00	131,485	-
Equipment/Support for Information Technology Adjustment to expenditure allocations according to a zero-based annual review of information technology funding requirements and priority analyses.	0.00	129,895	-
Non-Discretionary Adjustment Adjustment to expenditure allocations that are determined outside of the department's direct control. These allocations are generally based on prior year expenditure trends and examples of these include utilities, insurance, and rent.	0.00	41,526	-

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Significant Budget Adjustments (Cont'd)

	FTE	Expenditures	Revenue
One-Time Reductions and Annualizations	0.00	10,000	-
Adjustment to reflect the removal of one-time revenues and expenditures, and the annualization of revenues and expenditures, implemented in Fiscal Year 2013.			
Non-Standard Hour Personnel Funding	(0.12)	(4,839)	-
Adjustment to expenditures according to a zero-based annual review of non-standard hour personnel funding requirements.			
Reduction of Clerical Assistant II	(1.00)	(61,032)	-
Reduction of 1.00 Clerical Assistant II from the Legislative Services Division.			
Total	(0.12)	\$ 421,807	\$ -

Expenditures by Category

	FY2012 Actual	FY2013 Budget	FY2014 Proposed	FY2013–2014 Change
PERSONNEL				
Personnel Cost	\$ 2,205,031	\$ 2,217,607	\$ 2,305,564	\$ 87,957
Fringe Benefits	1,642,341	1,636,495	1,798,924	162,429
PERSONNEL SUBTOTAL	\$ 3,847,372	\$ 3,854,102	\$ 4,104,488	\$ 250,386
NON-PERSONNEL				
Supplies	\$ 27,165	\$ 49,258	\$ 50,611	\$ 1,353
Contracts	112,564	153,688	151,531	(2,157)
Information Technology	372,155	625,381	742,220	116,839
Energy and Utilities	83,721	91,118	107,115	15,997
Other	28,395	32,378	70,409	38,031
Transfers Out	5,947	3,881	5,239	1,358
Capital Expenditures	18,102	-	-	-
NON-PERSONNEL SUBTOTAL	\$ 648,050	\$ 955,704	\$ 1,127,125	\$ 171,421
Total	\$ 4,495,422	\$ 4,809,806	\$ 5,231,613	\$ 421,807

Revenues by Category

	FY2012 Actual	FY2013 Budget	FY2014 Proposed	FY2013–2014 Change
Charges for Services	\$ 20,565	\$ 12,302	\$ 12,302	\$ -
Fines Forfeitures and Penalties	760	2,802	2,802	-
Licenses and Permits	5,915	3,300	3,300	-
Total	\$ 27,240	\$ 18,404	\$ 18,404	\$ -

Personnel Expenditures

Job Number	Job Title / Wages	FY2012 Budget	FY2013 Budget	FY2014 Proposed	Salary Range	Total
FTE, Salaries, and Wages						
20000012	Administrative Aide 1	1.00	1.00	1.00	\$36,962 - \$44,533	\$ 43,420
20000024	Administrative Aide 2	3.00	3.00	3.00	42,578 - 51,334	149,958
20000119	Associate Management Analyst	6.00	6.00	6.00	54,059 - 65,333	368,545
20001106	City Clerk	1.00	1.00	1.00	34,694 - 207,210	133,860
20000539	Clerical Assistant 2	2.00	2.00	0.00	29,931 - 36,067	-
90000539	Clerical Assistant 2 - Hourly	0.19	0.06	0.00	29,931 - 36,067	-

Personnel Expenditures (Cont'd)

Job Number	Job Title / Wages	FY2012 Budget	FY2013 Budget	FY2014 Proposed	Salary Range	Total
20000370	Deputy City Clerk 1	17.00	17.00	18.00	32,968 - 39,811	685,798
20000371	Deputy City Clerk 2	2.00	2.00	2.00	37,835 - 45,781	44,636
20001168	Deputy Director	3.00	3.00	3.00	46,966 - 172,744	306,458
20000293	Information Systems Analyst 3	0.00	0.00	1.00	59,363 - 71,760	71,760
20000347	Legislative Recorder 2	5.00	5.00	5.00	43,618 - 52,770	254,780
90000347	Legislative Recorder 2 - Hourly	0.20	0.06	0.00	43,618 - 52,770	-
20000172	Payroll Specialist 1	1.00	1.00	1.00	33,093 - 39,832	38,836
20000927	Senior Clerk/Typist	1.00	1.00	1.00	36,067 - 43,514	42,426
20000950	Stock Clerk	2.00	2.00	1.00	30,056 - 36,275	35,368
20000955	Storekeeper 1	0.00	0.00	1.00	34,611 - 41,517	39,761
20000756	Word Processing Operator	1.00	1.00	1.00	31,491 - 37,918	36,970
	Bilingual - Regular					17,472
	Overtime Budgeted					20,116
	Termination Pay Annual Leave					15,400
FTE, Salaries, and Wages Subtotal		45.39	45.12	45.00		\$ 2,305,564

	FY2012 Actual	FY2013 Budget	FY2014 Proposed	FY2013-2014 Change
Fringe Benefits				
Employee Offset Savings	\$ 27,966	\$ 31,237	\$ 33,713	\$ 2,476
Flexible Benefits	276,461	280,822	284,873	4,051
Insurance	291	-	-	-
Long-Term Disability	12,796	12,748	12,494	(254)
Medicare	30,520	30,136	30,546	410
Other Post-Employment Benefits	110,394	278,388	276,628	(1,760)
Retiree Health Contribution	188,878	-	-	-
Retiree Medical Trust	89	96	99	3
Retirement 401 Plan	357	384	398	14
Retirement ARC	801,482	777,323	890,263	112,940
Retirement DROP	6,458	4,862	13,331	8,469
Retirement Offset Contribution	7,173	7,129	7,132	3
Risk Management Administration	44,954	45,848	46,288	440
Supplemental Pension Savings Plan	97,620	101,335	116,171	14,836
Unemployment Insurance	7,294	6,488	6,702	214
Workers' Compensation	29,606	59,699	80,286	20,587
Fringe Benefits Subtotal	\$ 1,642,341	\$ 1,636,495	\$ 1,798,924	\$ 162,429
Total Personnel Expenditures			\$ 4,104,488	



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